## UNITED STATES PATENT AND TRADEMARK OFFICE CERTIFICATE OF CORRECTION

PATENT NO. : 7,096,416 B1 APPLICATION NO. : 09/699798 Page 1 of 15

DATED INVENTOR(S)

: August 22, 2006 : Smith et al.

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Please replace all existing Drawings with these new attached Drawings.

Signed and Sealed this

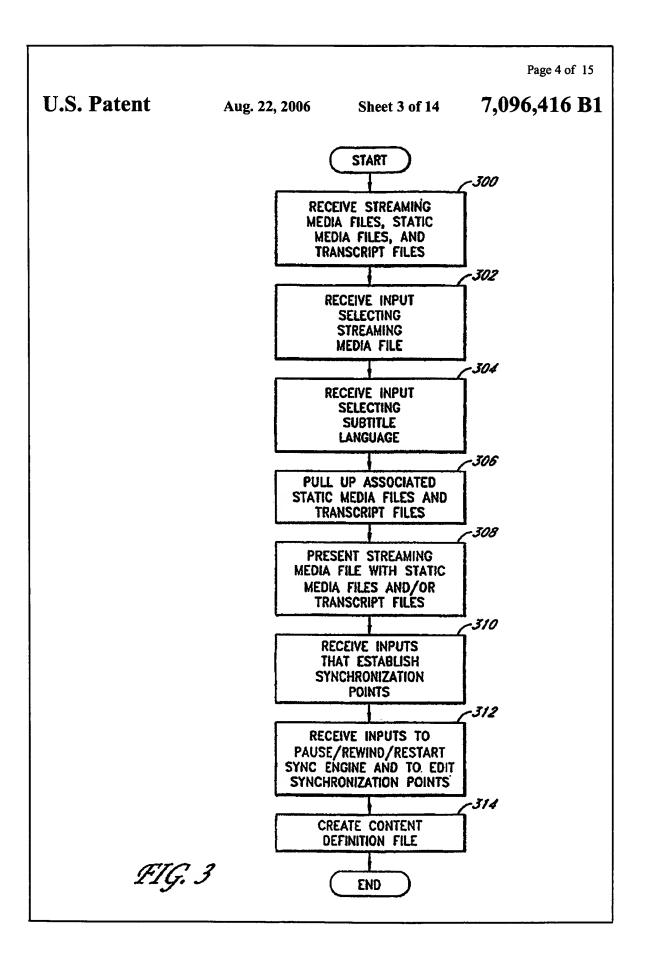
Twentieth Day of February, 2007

JON W. DUDAS
Director of the United States Patent and Trademark Office

Page 2 of 15 U.S. Patent 7,096,416 B1 Aug. 22, 2006 Sheet 1 of 14 But in the new millennium of networking solutions, the model is on not the salesperson but the consultant Define solution roadmap Prepare project plan · Align project teams Implement & Optimize Solution Prepare Pursuit Plan Sustain Oustomer Relationship Design & Sell Solution (B) Transcolpt Assess Opportunity Implement & Optimize Solution Coppe Implement & Optimize Solution (8) Contents 1700s © Introduction
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Station Define the selection Readmen 0 Value Compass D Implementation; Del Schulden Roadmag Clean Systems O Preses project Plan

O Alm Project Teams Seffre Value **③** Meru Meru

Page 3 of 15 **U.S. Patent** 7,096,416 B1 Aug. 22, 2006 Sheet 2 of 14 STREAMING MEDIA FILES 204 STATIC MEDIA FILES STREAMING MEDIA FILES USER STATIC MEDIA FILES TRANSCRIPT FILES TRANSCRIPT FILES SERVER 212 INTERNET

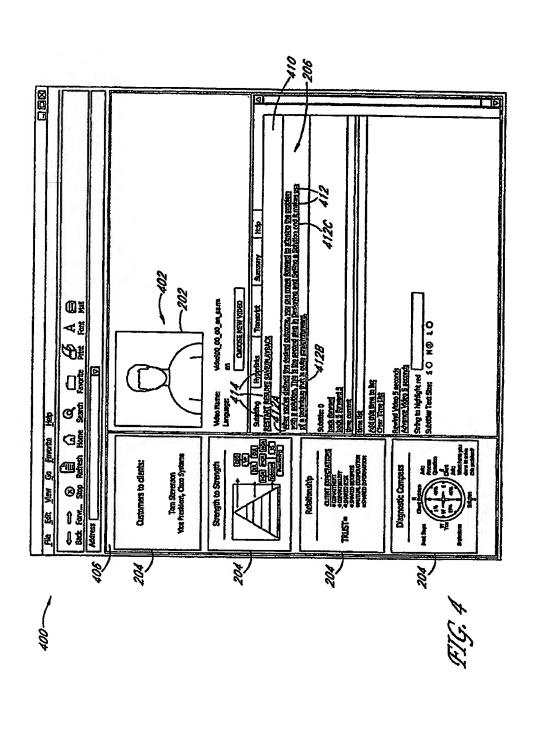


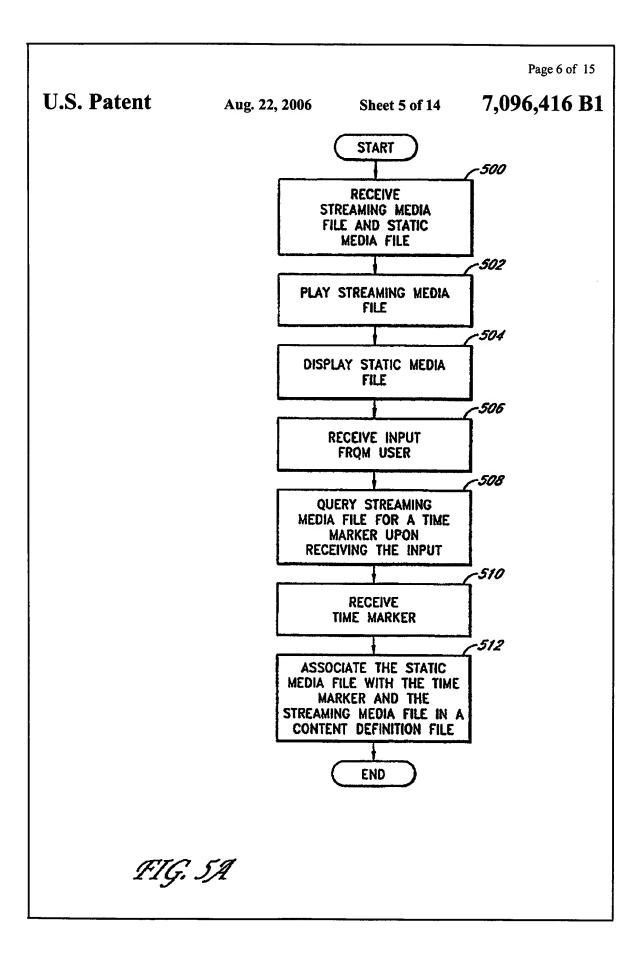
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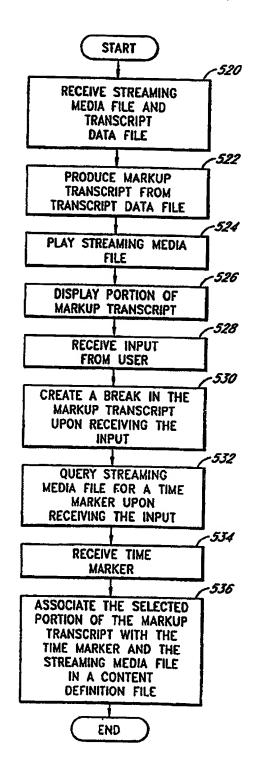


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FIG. SB

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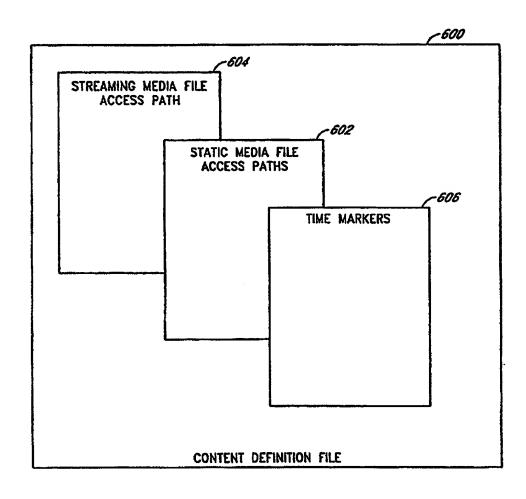


FIG. 6A

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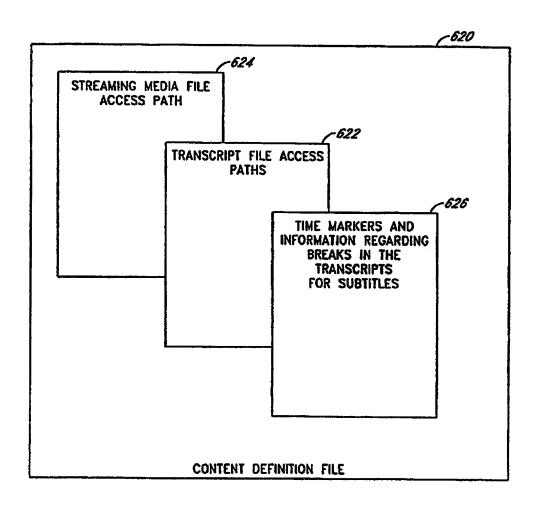


FIG. 6B

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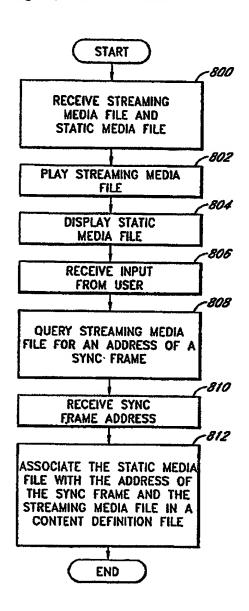
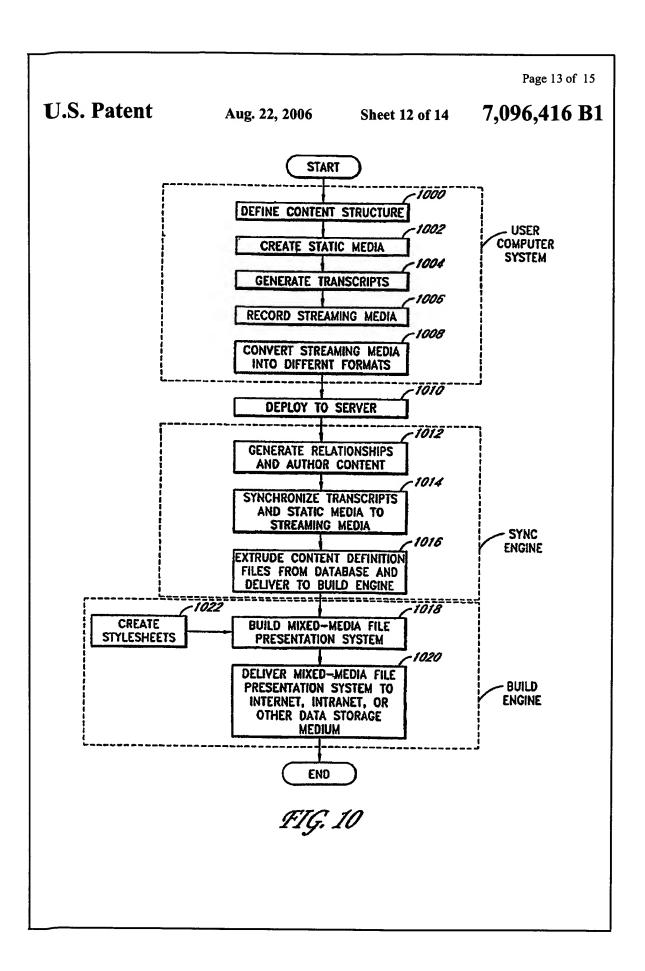


FIG. 8





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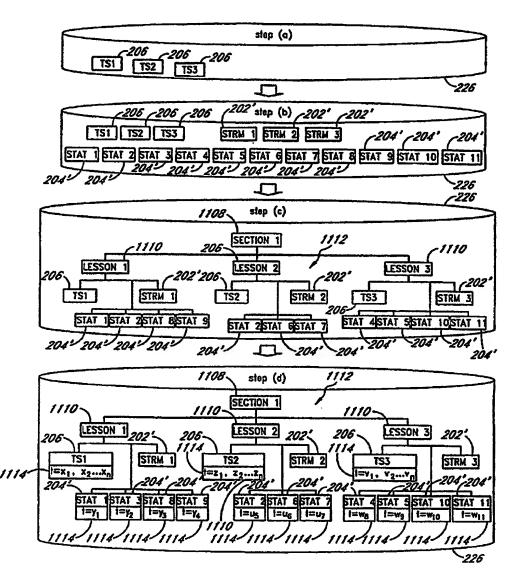


FIG. 11

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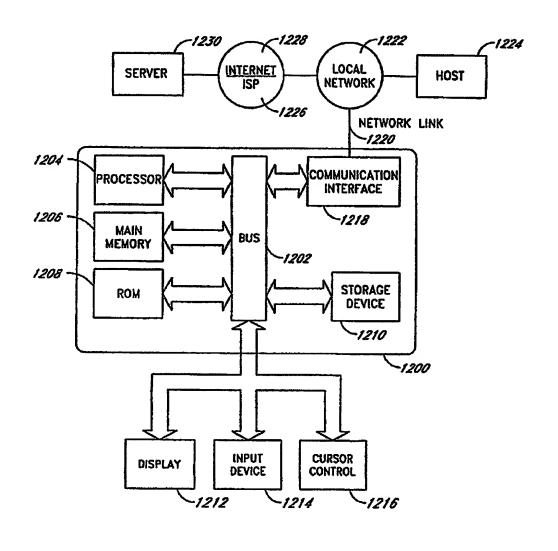


FIG. 12